

A system and method for providing help contents uses a framework for unified help access that provides a single point of entry through which a user may access help contents

5 relating to all system software and hardware components. The help contents from different sources are organized into a taxonomy structure that allows a user to navigate easily to locate relevant help topics. The contents of the help topics may reside locally or be accessible over the Internet, and may
10 contain static as well as active components. The unified help framework is extensible, allowing the help topics and the taxonomy to be updated by means of update packages. The application for providing the unified presentation of help topics may be launched by a user as well as from programs.